

**Tennessee Higher Education Commission
2000-2005 Performance Funding Cycle
2001-02 Alumni Survey Response Rate**

	1999-00 Undergraduate Alumni	Alumni Surveyed*	% Alumni Surveyed	Alumni Surveys Received	Response Rate
Austin Peay State University	840	591	70.4%	175	29.6%
East Tennessee State University	1,397	1,296	92.8%	296	22.8%
Middle Tennessee State University	2,427	2,199	90.6%	673	30.6%
Tennessee State University	950	773	81.4%	175	22.6%
Tennessee Technological University	1,150	1,027	89.3%	280	27.3%
University of Memphis	1,983	1,683	84.9%	381	22.6%
University of Tennessee, Chattanooga	1,224	1,098	89.7%	321	29.2%
University of Tennessee, Knoxville	3,681	3,681	100.0%	1,127	30.6%
University of Tennessee, Martin	837	746	89.1%	237	31.8%
Universities	14,489	13,094	90.4%	3,665	28.0%
Chattanooga State Community College	641	641	100.0%	215	33.5%
Cleveland State Community College	306	260	85.0%	118	45.4%
Columbia State Community College	414	414	100.0%	121	29.2%
Dyersburg State Community College	188	188	100.0%	95	50.5%
Jackson State Community College	352	352	100.0%	144	40.9%
Motlow State Community College	319	319	100.0%	176	55.2%
Nashville State Technical Community College	295	295	100.0%	93	31.5%
Northeast State Technical Community College	295	295	100.0%	88	29.8%
Pellissippi State Community College	582	521	89.5%	210	40.3%
Roane State Community College	508	460	90.6%	191	41.5%
Southwest Tennessee Community College	887	740	83.4%	179	24.2%
Volunteer State Community College	448	354	79.0%	154	43.5%
Walters State Community College	518	518	100.0%	227	43.8%
Community Colleges	5,753	5,357	93.1%	2,011	37.5%
TOTAL	20,242	18,451	91.2%	5,676	30.8%

* Adjustment for bad addresses and foreign addresses.

Austin Peay State University
2002 Alumni Survey: Scoring Analysis

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.30	3.24		3.16	1
2	Academic experience (Q3)	3.18	3.11		3.09	1
3	Social experience (Q4)	3.00	2.99		2.80	1
4	Cultural experience (Q5)	2.81	2.71		2.55	1
5	Overall experience (Q6)	3.12	3.12		3.02	1
6	Library services (Q8.1)	1.95	3.11		2.67	0
7	Registration (Q8.2)	1.96	2.84		2.46	0
8	Financial aid (Q8.3)	1.58	2.66		1.36	1
9	Computer facilities (Q8.4)	1.92	2.99		n / a	0
10	Advising services (Q8.5)	1.70	2.63		0.82	1
11	Skills for employment (9.1)	2.35	2.36		2.31	1
12	Getting along w/ people (9.2)	2.24	2.21		2.08	1
13	Ability to grow as person (9.3)	2.49	2.54		2.51	0
14	Ability to lead (9.4)/ ₁	2.33	2.35	2.19	2.35	1
15	Self-confidence (9.5)	2.39	2.44		2.35	1
16	Appreciation of diff cultures (9.6)/ 1	2.23	2.17	2.13	2.06	1
17	Planning projects (9.7)/ ₁	2.48	2.55	1.80	2.49	1
18	Speaking effectively (9.8)/ 1	2.36	2.38	2.30	2.34	1
19	Writing effectively (9.9)/ 1	2.44	2.47	2.36	2.45	1
20	Understand written info (9.10)/ ₁	2.45	2.51	2.33	2.46	1
21	Understand graphic info (9.11)/ ₁	2.27	2.27	1.94	2.28	1
22	Use info/computer tech (9.12)	2.36	2.44		n / a	0
23	Learning on your own (9.13)	2.49	2.61	2.38	2.53	1
24	Defining problems (9.14)	2.42	2.50	2.35	2.47	1
25	Working in group (9.15)	2.49	2.55	2.34	2.47	1
26	Understand math concepts (9.16)/ 1	2.19	2.10	1.85	2.24	1
27	Understand global concerns (9.17)	1.97	1.92		1.97	1
28	Understand the arts (9.18)	2.16	1.96	1.94	2.22	1
29	Understand scientific principles (9.19)/ ₁	2.18	2.16	2.02	2.17	1
30	Availability of advisor (10.1)	3.02	2.98		3.24	1
31	Quality of information (10.2)	2.94	2.88		3.35	1
32	Clarity of objectives for course (10.4)	3.16	3.17		3.29	0
33	Opp for student evaluations (10.5)	3.11	3.00		3.12	1
34	Avail of faculty outside class (10.6)	3.05	3.00		3.14	1
35	Quality of courses for employment (10.7)	2.96	2.87		3.12	1
36	Quality of instruction in major (10.8)	3.28	3.20		3.32	1
37	Opp to express ideas in writing (10.9)	3.11	2.99		3.19	1
Total successful items						31
Total unsuccessful items						6

1. Denotes ACT norm for public universities.

**East Tennessee State University
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.24	3.24		3.11	1
2	Academic experience (Q3)	3.10	3.11		3.07	1
3	Social experience (Q4)	2.95	2.99		2.86	1
4	Cultural experience (Q5)	2.62	2.71		2.55	1
5	Overall experience (Q6)	3.08	3.12		2.99	1
6	Library services (Q8.1)	3.17	3.11		2.83	1
7	Registration (Q8.2)	2.84	2.84		2.35	1
8	Financial aid (Q8.3)	2.45	2.66		1.51	1
9	Computer facilities (Q8.4)	2.88	2.99		2.78	1
10	Advising services (Q8.5)	2.60	2.63		0.97	1
11	Skills for employment (9.1)	2.31	2.36		2.29	1
12	Getting along w/ people (9.2)	2.13	2.21		2.06	1
13	Ability to grow as person (9.3)	2.50	2.54		2.52	0
14	Ability to lead (9.4)/ ₁	2.29	2.35	2.19	2.34	1
15	Self-confidence (9.5)	2.36	2.44		2.35	1
16	Appreciation of diff cultures (9.6)/ 1	2.13	2.17	2.13	2.01	1
17	Planning projects (9.7)/ ₁	2.55	2.55	1.80	2.53	1
18	Speaking effectively (9.8)/ 1	2.36	2.38	2.30	2.29	1
19	Writing effectively (9.9)/ 1	2.49	2.47	2.36	2.41	1
20	Understand written info (9.10)/ ₁	2.44	2.51	2.33	2.49	1
21	Understand graphic info (9.11)/ ₁	2.26	2.27	1.94	2.30	1
22	Use info/computer tech (9.12)	2.45	2.44		2.31	1
23	Learning on your own (9.13)	2.55	2.61	2.38	2.59	1
24	Defining problems (9.14)	2.44	2.50	2.35	2.45	1
25	Working in group (9.15)	2.49	2.55	2.34	2.55	1
26	Understand math concepts (9.16)/ 1	2.04	2.10	1.85	2.04	1
27	Understand global concerns (9.17)	1.89	1.92		1.91	0
28	Understand the arts (9.18)	1.94	1.96	1.94	1.86	1
29	Understand scientific principles (9.19)/ ₁	2.14	2.16	2.02	2.09	1
30	Availability of advisor (10.1)	3.06	2.98		3.08	1
31	Quality of information (10.2)	3.01	2.88		3.15	1
32	Clarity of objectives for course (10.4)	3.19	3.17		3.24	1
33	Opp for student evaluations (10.5)	3.05	3.00		3.10	1
34	Avail of faculty outside class (10.6)	2.93	3.00		3.08	0
35	Quality of courses for employment (10.7)	2.82	2.87		3.01	0
36	Quality of instruction in major (10.8)	3.17	3.20		3.27	0
37	Opp to express ideas in writing (10.9)	3.06	2.99		3.08	1
Total successful items						32
Total unsuccessful items						5

1. Denotes ACT norm for public universities.

**Middle Tennessee State University
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



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37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.28	3.24		3.12	1
2	Academic experience (Q3)	3.16	3.11		3.09	1
3	Social experience (Q4)	2.95	2.99		2.88	1
4	Cultural experience (Q5)	2.69	2.71		2.61	1
5	Overall experience (Q6)	3.14	3.12		3.05	1
6	Library services (Q8.1)	3.37	3.11		2.89	1
7	Registration (Q8.2)	3.12	2.84		2.59	1
8	Financial aid (Q8.3)	2.71	2.66		1.58	1
9	Computer facilities (Q8.4)	3.11	2.99		n / a	1
10	Advising services (Q8.5)	2.67	2.63		0.63	1
11	Skills for employment (9.1)	2.37	2.36		2.35	1
12	Getting along w/ people (9.2)	2.16	2.21		2.13	1
13	Ability to grow as person (9.3)	2.52	2.54		2.55	0
14	Ability to lead (9.4)/ ₁	2.29	2.35	2.19	2.30	1
15	Self-confidence (9.5)	2.37	2.44		2.37	1
16	Appreciation of diff cultures (9.6)/ 1	2.14	2.17	2.13	2.09	1
17	Planning projects (9.7)/ ₁	2.48	2.55	1.80	2.52	1
18	Speaking effectively (9.8)/ 1	2.28	2.38	2.30	2.32	0
19	Writing effectively (9.9)/ 1	2.38	2.47	2.36	2.43	1
20	Understand written info (9.10)/ ₁	2.41	2.51	2.33	2.49	1
21	Understand graphic info (9.11)/ ₁	2.19	2.27	1.94	2.29	1
22	Use info/computer tech (9.12)	2.43	2.44		n / a	0
23	Learning on your own (9.13)	2.53	2.61	2.38	2.59	1
24	Defining problems (9.14)	2.43	2.50	2.35	2.48	1
25	Working in group (9.15)	2.47	2.55	2.34	2.50	1
26	Understand math concepts (9.16)/ 1	2.02	2.10	1.85	2.12	1
27	Understand global concerns (9.17)	1.85	1.92		1.93	0
28	Understand the arts (9.18)	1.91	1.96	1.94	1.95	0
29	Understand scientific principles (9.19)/ ₁	2.08	2.16	2.02	2.04	1
30	Availability of advisor (10.1)	2.96	2.98		3.03	0
31	Quality of information (10.2)	2.88	2.88		3.18	1
32	Clarity of objectives for course (10.4)	3.26	3.17		3.28	1
33	Opp for student evaluations (10.5)	2.89	3.00		3.00	0
34	Avail of faculty outside class (10.6)	3.04	3.00		3.09	1
35	Quality of courses for employment (10.7)	2.91	2.87		3.05	1
36	Quality of instruction in major (10.8)	3.23	3.20		3.27	1
37	Opp to express ideas in writing (10.9)	3.00	2.99		3.07	1
Total successful items						30
Total unsuccessful items						7

1. Denotes ACT norm for public universities.

Tennessee State University
2002 Alumni Survey: Scoring Analysis

Points Awarded: 7

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



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23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.13	3.24		3.21	0
2	Academic experience (Q3)	2.95	3.11		3.18	0
3	Social experience (Q4)	3.03	2.99		3.00	1
4	Cultural experience (Q5)	3.02	2.71		3.01	1
5	Overall experience (Q6)	3.03	3.12		3.18	0
6	Library services (Q8.1)	2.60	3.11		2.44	1
7	Registration (Q8.2)	2.12	2.84		1.72	1
8	Financial aid (Q8.3)	2.26	2.66		1.78	1
9	Computer facilities (Q8.4)	2.85	2.99		n / a	0
10	Advising services (Q8.5)	2.43	2.63		1.06	1
11	Skills for employment (9.1)	2.35	2.36		2.69	0
12	Getting along w/ people (9.2)	2.32	2.21		2.62	1
13	Ability to grow as person (9.3)	2.68	2.54		2.70	1
14	Ability to lead (9.4)/ ₁	2.51	2.35	2.19	2.65	1
15	Self-confidence (9.5)	2.52	2.44		2.72	1
16	Appreciation of diff cultures (9.6)/ 1	2.36	2.17	2.13	2.60	1
17	Planning projects (9.7)/ ₁	2.54	2.55	1.80	2.75	1
18	Speaking effectively (9.8)/ 1	2.53	2.38	2.30	2.67	1
19	Writing effectively (9.9)/ 1	2.45	2.47	2.36	2.65	1
20	Understand written info (9.10)/ ₁	2.51	2.51	2.33	2.69	1
21	Understand graphic info (9.11)/ ₁	2.27	2.27	1.94	2.64	1
22	Use info/computer tech (9.12)	2.43	2.44		n / a	0
23	Learning on your own (9.13)	2.64	2.61	2.38	2.63	1
24	Defining problems (9.14)	2.49	2.50	2.35	2.65	1
25	Working in group (9.15)	2.57	2.55	2.34	2.60	1
26	Understand math concepts (9.16)/ 1	2.22	2.10	1.85	2.56	1
27	Understand global concerns (9.17)	2.04	1.92		2.50	1
28	Understand the arts (9.18)	2.09	1.96	1.94	2.49	1
29	Understand scientific principles (9.19)/ ₁	2.23	2.16	2.02	2.59	1
30	Availability of advisor (10.1)	2.97	2.98		3.10	0
31	Quality of information (10.2)	3.00	2.88		3.22	1
32	Clarity of objectives for course (10.4)	3.11	3.17		3.36	0
33	Opp for student evaluations (10.5)	2.96	3.00		3.20	0
34	Avail of faculty outside class (10.6)	2.81	3.00		3.31	0
35	Quality of courses for employment (10.7)	2.77	2.87		3.38	0
36	Quality of instruction in major (10.8)	2.92	3.20		3.40	0
37	Opp to express ideas in writing (10.9)	2.87	2.99		3.24	0
Total successful items						24
Total unsuccessful items						13

1. Denotes ACT norm for public universities.

**Tennessee Technological University
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



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37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.42	3.24		3.30	1
2	Academic experience (Q3)	3.31	3.11		3.28	1
3	Social experience (Q4)	3.05	2.99		2.92	1
4	Cultural experience (Q5)	2.63	2.71		2.51	1
5	Overall experience (Q6)	3.24	3.12		3.18	1
6	Library services (Q8.1)	3.22	3.11		2.99	1
7	Registration (Q8.2)	2.88	2.84		2.57	1
8	Financial aid (Q8.3)	2.97	2.66		1.53	1
9	Computer facilities (Q8.4)	3.16	2.99		n / a	1
10	Advising services (Q8.5)	2.75	2.63		0.57	1
11	Skills for employment (9.1)	2.51	2.36		2.46	1
12	Getting along w/ people (9.2)	2.15	2.21		2.13	1
13	Ability to grow as person (9.3)	2.60	2.54		2.61	1
14	Ability to lead (9.4)/ ₁	2.46	2.35	2.19	2.39	1
15	Self-confidence (9.5)	2.49	2.44		2.44	1
16	Appreciation of diff cultures (9.6)/ 1	2.05	2.17	2.13	1.98	1
17	Planning projects (9.7)/ ₁	2.64	2.55	1.80	2.64	1
18	Speaking effectively (9.8)/ 1	2.42	2.38	2.30	2.37	1
19	Writing effectively (9.9)/ 1	2.43	2.47	2.36	2.51	1
20	Understand written info (9.10)/ ₁	2.58	2.51	2.33	2.59	1
21	Understand graphic info (9.11)/ ₁	2.44	2.27	1.94	2.45	1
22	Use info/computer tech (9.12)	2.62	2.44		n / a	1
23	Learning on your own (9.13)	2.64	2.61	2.38	2.69	1
24	Defining problems (9.14)	2.57	2.50	2.35	2.61	1
25	Working in group (9.15)	2.69	2.55	2.34	2.63	1
26	Understand math concepts (9.16)/ 1	2.23	2.10	1.85	2.32	1
27	Understand global concerns (9.17)	1.83	1.92		1.90	0
28	Understand the arts (9.18)	1.87	1.96	1.94	1.83	1
29	Understand scientific principles (9.19)/ ₁	2.24	2.16	2.02	2.34	1
30	Availability of advisor (10.1)	3.13	2.98		3.18	1
31	Quality of information (10.2)	3.03	2.88		3.33	1
32	Clarity of objectives for course (10.4)	3.22	3.17		3.25	1
33	Opp for student evaluations (10.5)	3.07	3.00		3.13	1
34	Avail of faculty outside class (10.6)	3.13	3.00		3.12	1
35	Quality of courses for employment (10.7)	3.02	2.87		3.14	1
36	Quality of instruction in major (10.8)	3.36	3.20		3.32	1
37	Opp to express ideas in writing (10.9)	2.95	2.99		3.00	0
Total successful items						35
Total unsuccessful items						2

1. Denotes ACT norm for public universities.

The University of Memphis
2002 Alumni Survey: Scoring Analysis

Points Awarded: 7

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



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20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.12	3.24		3.08	1
2	Academic experience (Q3)	2.93	3.11		3.02	0
3	Social experience (Q4)	2.55	2.99		2.63	0
4	Cultural experience (Q5)	2.56	2.71		2.48	1
5	Overall experience (Q6)	2.85	3.12		2.90	0
6	Library services (Q8.1)	3.04	3.11		2.79	1
7	Registration (Q8.2)	2.96	2.84		2.58	1
8	Financial aid (Q8.3)	2.73	2.66		1.37	1
9	Computer facilities (Q8.4)	2.92	2.99		2.67	1
10	Advising services (Q8.5)	2.49	2.63		1.35	1
11	Skills for employment (9.1)	2.29	2.36		2.25	1
12	Getting along w/ people (9.2)	2.23	2.21		2.13	1
13	Ability to grow as person (9.3)	2.45	2.54		2.47	0
14	Ability to lead (9.4)/ ₁	2.27	2.35	2.19	2.27	1
15	Self-confidence (9.5)	2.32	2.44		2.38	0
16	Appreciation of diff cultures (9.6)/ 1	2.20	2.17	2.13	2.10	1
17	Planning projects (9.7)/ ₁	2.48	2.55	1.80	2.49	1
18	Speaking effectively (9.8)/ 1	2.42	2.38	2.30	2.37	1
19	Writing effectively (9.9)/ 1	2.48	2.47	2.36	2.51	1
20	Understand written info (9.10)/ ₁	2.44	2.51	2.33	2.49	1
21	Understand graphic info (9.11)/ ₁	2.25	2.27	1.94	2.24	1
22	Use info/computer tech (9.12)	2.41	2.44		2.22	1
23	Learning on your own (9.13)	2.53	2.61	2.38	2.58	1
24	Defining problems (9.14)	2.39	2.50	2.35	2.47	1
25	Working in group (9.15)	2.47	2.55	2.34	2.44	1
26	Understand math concepts (9.16)/ 1	2.08	2.10	1.85	2.06	1
27	Understand global concerns (9.17)	1.93	1.92		1.91	1
28	Understand the arts (9.18)	2.05	1.96	1.94	2.02	1
29	Understand scientific principles (9.19)/ ₁	2.07	2.16	2.02	2.08	1
30	Availability of advisor (10.1)	2.77	2.98		2.89	0
31	Quality of information (10.2)	2.68	2.88		2.99	0
32	Clarity of objectives for course (10.4)	3.02	3.17		3.15	0
33	Opp for student evaluations (10.5)	3.07	3.00		3.05	1
34	Avail of faculty outside class (10.6)	2.86	3.00		2.90	0
35	Quality of courses for employment (10.7)	2.72	2.87		2.92	0
36	Quality of instruction in major (10.8)	3.10	3.20		3.18	0
37	Opp to express ideas in writing (10.9)	3.02	2.99		3.09	1
Total successful items						26
Total unsuccessful items						11

1. Denotes ACT norm for public universities.

The University of Tennessee, Chattanooga
2002 Alumni Survey: Scoring Analysis

Points Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm *	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.17	3.24		3.10	1
2	Academic experience (Q3)	3.09	3.11		3.08	1
3	Social experience (Q4)	2.69	2.99		2.66	1
4	Cultural experience (Q5)	2.47	2.71		2.44	1
5	Overall experience (Q6)	2.94	3.12		2.91	1
6	Library services (Q8.1)	2.70	3.11		2.69	1
7	Registration (Q8.2)	2.54	2.84		2.55	0
8	Financial aid (Q8.3)	2.71	2.66		1.38	1
9	Computer facilities (Q8.4)	2.90	2.99		2.69	1
10	Advising services (Q8.5)	2.53	2.63		0.86	1
11	Skills for employment (9.1)	2.38	2.36		2.25	1
12	Getting along w/ people (9.2)	2.16	2.21		2.09	1
13	Ability to grow as person (9.3)	2.54	2.54		2.50	1
14	Ability to lead (9.4)/ ₁	2.35	2.35	2.19	2.23	1
15	Self-confidence (9.5)	2.45	2.44		2.33	1
16	Appreciation of diff cultures (9.6)/ 1	2.12	2.17	2.13	2.04	1
17	Planning projects (9.7)/ ₁	2.51	2.55	1.80	2.47	1
18	Speaking effectively (9.8)/ 1	2.34	2.38	2.30	2.22	1
19	Writing effectively (9.9)/ 1	2.49	2.47	2.36	2.41	1
20	Understand written info (9.10)/ ₁	2.50	2.51	2.33	2.46	1
21	Understand graphic info (9.11)/ ₁	2.22	2.27	1.94	2.23	1
22	Use info/computer tech (9.12)	2.32	2.44		2.23	1
23	Learning on your own (9.13)	2.61	2.61	2.38	2.54	1
24	Defining problems (9.14)	2.56	2.50	2.35	2.44	1
25	Working in group (9.15)	2.53	2.55	2.34	2.47	1
26	Understand math concepts (9.16)/ 1	2.04	2.10	1.85	2.09	1
27	Understand global concerns (9.17)	1.90	1.92		1.87	1
28	Understand the arts (9.18)	2.00	1.96	1.94	2.04	1
29	Understand scientific principles (9.19)/ ₁	2.22	2.16	2.02	2.11	1
30	Availability of advisor (10.1)	3.02	2.98		3.10	1
31	Quality of information (10.2)	2.96	2.88		3.19	1
32	Clarity of objectives for course (10.4)	3.14	3.17		3.17	0
33	Opp for student evaluations (10.5)	2.96	3.00		3.17	0
34	Avail of faculty outside class (10.6)	2.98	3.00		3.09	0
35	Quality of courses for employment (10.7)	2.87	2.87		2.94	1
36	Quality of instruction in major (10.8)	3.22	3.20		3.26	1
37	Opp to express ideas in writing (10.9)	3.05	2.99		3.08	1
Total successful items						33
Total unsuccessful items						4

1. Denotes ACT norm for public universities.

**The University of Tennessee, Knoxville
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
30-28	96.7%	10
27-25	86.7%	9
24-22	76.7%	8
21-19	66.7%	7
18-16	56.7%	6
15-13	46.7%	5
12-10	36.7%	4
9-7	26.7%	3
6-4	16.7%	2
3-2	6.7%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.21	3.24		3.14	1
2	Academic experience (Q3)	3.09	3.11		3.02	1
3	Social experience (Q4)	3.20	2.99		3.06	1
4	Cultural experience (Q5)	2.79	2.71		2.71	1
5	Overall experience (Q6)	3.21	3.12		3.11	1
6	Library services (Q8.1)		3.11		3.20	
7	Registration (Q8.2)		2.84		2.51	
8	Financial aid (Q8.3)		2.66		1.23	
9	Computer facilities (Q8.4)		2.99		2.88	
10	Advising services (Q8.5)		2.63		0.74	
11	Skills for employment (9.1)	2.32	2.36		2.23	1
12	Getting along w/ people (9.2)	2.22	2.21		2.14	1
13	Ability to grow as person (9.3)		2.54		2.60	
14	Ability to lead (9.4)/ ₁	2.34	2.35	2.19	2.33	1
15	Self-confidence (9.5)	2.47	2.44		2.39	1
16	Appreciation of diff cultures (9.6)/ 1	2.15	2.17	2.13	2.15	1
17	Planning projects (9.7)/ ₁	2.59	2.55	1.80	2.53	1
18	Speaking effectively (9.8)/ 1	2.38	2.38	2.30	2.27	1
19	Writing effectively (9.9)/ 1	2.50	2.47	2.36	2.43	1
20	Understand written info (9.10)/ ₁	2.57	2.51	2.33	2.51	1
21	Understand graphic info (9.11)/ ₁	2.33	2.27	1.94	2.33	1
22	Use info/computer tech (9.12)	2.43	2.44		2.34	1
23	Learning on your own (9.13)	2.65	2.61	2.38	2.63	1
24	Defining problems (9.14)	2.54	2.50	2.35	2.47	1
25	Working in group (9.15)	2.57	2.55	2.34	2.51	1
26	Understand math concepts (9.16)/ 1	2.10	2.10	1.85	2.09	1
27	Understand global concerns (9.17)	1.94	1.92		1.96	1
28	Understand the arts (9.18)	1.94	1.96	1.94	1.93	1
29	Understand scientific principles (9.19)/ ₁	2.17	2.16	2.02	2.12	1
30	Availability of advisor (10.1)	2.97	2.98		3.00	0
31	Quality of information (10.2)	2.83	2.88		3.10	0
32	Clarity of objectives for course (10.4)	3.15	3.17		3.13	1
33	Opp for student evaluations (10.5)	3.00	3.00		2.94	1
34	Avail of faculty outside class (10.6)	2.98	3.00		3.05	0
35	Quality of courses for employment (10.7)		2.87		2.97	
36	Quality of instruction in major (10.8)	3.20	3.20		3.24	1
37	Opp to express ideas in writing (10.9)	2.98	2.99		3.05	0
Total successful items						26
Total unsuccessful items						4

1. Denotes ACT norm for public universities.

The University of Tennessee, Martin
2002 Alumni Survey: Scoring Analysis

Poitsns Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.41	3.24		3.18	1
2	Academic experience (Q3)	3.23	3.11		3.14	1
3	Social experience (Q4)	3.09	2.99		3.07	1
4	Cultural experience (Q5)	2.80	2.71		2.67	1
5	Overall experience (Q6)	3.26	3.12		3.13	1
6	Library services (Q8.1)	3.36	3.11		2.81	1
7	Registration (Q8.2)	2.76	2.84		2.51	1
8	Financial aid (Q8.3)	2.78	2.66		1.74	1
9	Computer facilities (Q8.4)	2.99	2.99		2.94	1
10	Advising services (Q8.5)	2.90	2.63		1.03	1
11	Skills for employment (9.1)	2.47	2.36		2.38	1
12	Getting along w/ people (9.2)	2.37	2.21		2.22	1
13	Ability to grow as person (9.3)	2.70	2.54		2.60	1
14	Ability to lead (9.4)/ ₁	2.52	2.35	2.19	2.45	1
15	Self-confidence (9.5)	2.54	2.44		2.48	1
16	Appreciation of diff cultures (9.6)/ 1	2.31	2.17	2.13	2.15	1
17	Planning projects (9.7)/ ₁	2.64	2.55	1.80	2.60	1
18	Speaking effectively (9.8)/ 1	2.56	2.38	2.30	2.44	1
19	Writing effectively (9.9)/ 1	2.63	2.47	2.36	2.49	1
20	Understand written info (9.10)/ ₁	2.67	2.51	2.33	2.57	1
21	Understand graphic info (9.11)/ ₁	2.14	2.27	1.94	2.35	1
22	Use info/computer tech (9.12)	2.61	2.44		2.51	1
23	Learning on your own (9.13)	2.71	2.61	2.38	2.68	1
24	Defining problems (9.14)	2.57	2.50	2.35	2.54	1
25	Working in group (9.15)	2.66	2.55	2.34	2.56	1
26	Understand math concepts (9.16)/ 1	2.19	2.10	1.85	2.18	1
27	Understand global concerns (9.17)	2.03	1.92		2.02	1
28	Understand the arts (9.18)	1.96	1.96	1.94	1.88	1
29	Understand scientific principles (9.19)/ ₁	2.25	2.16	2.02	2.20	1
30	Availability of advisor (10.1)	3.16	2.98		3.38	1
31	Quality of information (10.2)	3.01	2.88		3.42	1
32	Clarity of objectives for course (10.4)	3.27	3.17		3.30	1
33	Opp for student evaluations (10.5)	3.12	3.00		3.18	1
34	Avail of faculty outside class (10.6)	3.23	3.00		3.29	1
35	Quality of courses for employment (10.7)	2.94	2.87		3.06	1
36	Quality of instruction in major (10.8)	3.25	3.20		3.33	1
37	Opp to express ideas in writing (10.9)	2.98	2.99		3.05	0
Total successful items						36
Total unsuccessful items						1

1. Denotes ACT norm for public universities.

**Chattanooga State Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 8

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.44	3.41		3.33	1
2	Academic experience (Q3)	3.35	3.33		3.34	1
3	Social experience (Q4)	2.89	2.97		2.88	1
4	Cultural experience (Q5)	2.75	2.78		2.68	1
5	Overall experience (Q6)	3.22	3.23		3.18	1
6	Library services (Q8.1)/ 1	3.24	3.22	3.10	3.08	1
7	Registration (Q8.2)/ 1	2.86	3.06	2.96	2.63	1
8	Financial aid (Q8.3)/ 1	1.65	2.88	2.90	1.42	1
9	Computer facilities (Q8.4)	2.64	3.11		n / a	0
10	Advising services (Q8.5)	2.20	2.86	2.95	0.89	1
11	Skills for employment (9.1)	2.51	2.42		2.51	1
12	Getting along w/ people (9.2)	2.24	2.16		2.07	1
13	Ability to grow as person (9.3)	2.56	2.54		2.61	1
14	Ability to lead (9.4)/ 1	2.36	2.31	2.06	2.33	1
15	Self-confidence (9.5)	2.46	2.41		2.46	1
16	Appreciation of diff cultures (9.6)	2.21	2.12		2.08	1
17	Planning projects (9.7)/ 1	2.51	2.50	2.16	2.47	1
18	Speaking effectively (9.8)/ 1	2.38	2.42	2.15	2.32	1
19	Writing effectively (9.9)/ 1	2.40	2.47	2.22	2.47	1
20	Understand written info (9.10)	2.47	2.48	2.15	2.52	1
21	Understand graphic info (9.11)	2.22	2.27		2.27	0
22	Use info/computer tech (9.12)/ 1	2.41	2.49		n / a	0
23	Learning on your own (9.13)/ 1	2.55	2.54	2.31	2.63	1
24	Defining problems (9.14)/ 1	2.45	2.48		2.56	0
25	Working in group (9.15)/ 1	2.49	2.47	2.21	2.51	1
26	Understand math concepts (9.16)	2.29	2.31		2.25	1
27	Understand global concerns (9.17)	1.98	1.94		1.91	1
28	Understand the arts (9.18)	2.00	1.97		1.91	1
29	Understand scientific principles (9.19)	2.24	2.19		2.22	1
30	Availability of advisor (10.1)	3.04	3.08		3.34	0
31	Quality of information (10.2)/ 1	3.00	3.05	3.35	3.46	0
32	Clarity of objectives for course (10.4)	3.22	3.23		3.40	0
33	Opp for student evaluations (10.5)	3.08	3.14		3.40	0
34	Avail of faculty outside class (10.6)/ 1	3.06	3.09	3.17	3.30	0
35	Quality of courses for employment (10.7)	3.10	3.08		3.39	1
36	Quality of instruction in major (10.8)	3.20	3.27		3.50	0
37	Opp to express ideas in writing (10.9)	3.01	3.01		3.27	1
Total successful items						27
Total unsuccessful items						10

1. Denotes ACT norm for public community colleges

**Cleveland State Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 8

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.29	3.41		3.22	1
2	Academic experience (Q3)	3.31	3.33		3.19	1
3	Social experience (Q4)	2.92	2.97		2.82	1
4	Cultural experience (Q5)	2.72	2.78		2.58	1
5	Overall experience (Q6)	3.19	3.23		3.10	1
6	Library services (Q8.1)/ 1	3.13	3.22	3.10	2.80	1
7	Registration (Q8.2)/ 1	3.02	3.06	2.96	2.68	1
8	Financial aid (Q8.3)/ 1	3.38	2.88	2.90	1.61	1
9	Computer facilities (Q8.4)/ 1	3.05	3.11		2.90	1
10	Advising services (Q8.5)	2.88	2.86	2.95	1.19	1
11	Skills for employment (9.1)	2.26	2.42		2.37	0
12	Getting along w/ people (9.2)	2.13	2.16		2.01	1
13	Ability to grow as person (9.3)	2.59	2.54		2.55	1
14	Ability to lead (9.4)/ 1	2.27	2.31	2.06	2.28	1
15	Self-confidence (9.5)	2.49	2.41		2.38	1
16	Appreciation of diff cultures (9.6)	2.07	2.12		2.03	1
17	Planning projects (9.7)/ 1	2.43	2.50	2.16	2.39	1
18	Speaking effectively (9.8)/ 1	2.50	2.42	2.15	2.37	1
19	Writing effectively (9.9)/ 1	2.45	2.47	2.22	2.35	1
20	Understand written info (9.10)	2.45	2.48	2.15	2.42	1
21	Understand graphic info (9.11)	2.14	2.27		2.23	0
22	Use info/computer tech (9.12)/ 1	2.42	2.49		2.33	1
23	Learning on your own (9.13)/ 1	2.56	2.54	2.31	2.57	1
24	Defining problems (9.14)/ 1	2.43	2.48		2.40	1
25	Working in group (9.15)/ 1	2.38	2.47	2.21	2.41	1
26	Understand math concepts (9.16)	2.16	2.31		2.23	0
27	Understand global concerns (9.17)	1.85	1.94		1.94	0
28	Understand the arts (9.18)	1.73	1.97		1.82	0
29	Understand scientific principles (9.19)	2.03	2.19		2.21	0
30	Availability of advisor (10.1)	3.00	3.08		3.23	0
31	Quality of information (10.2)/ 1	3.04	3.05	3.35	3.33	0
32	Clarity of objectives for course (10.4)	3.29	3.23		3.24	1
33	Opp for student evaluations (10.5)	3.32	3.14		3.21	1
34	Avail of faculty outside class (10.6)/ 1	3.13	3.09	3.17	3.07	1
35	Quality of courses for employment (10.7)	3.00	3.08		3.12	0
36	Quality of instruction in major (10.8)	3.30	3.27		3.28	1
37	Opp to express ideas in writing (10.9)	2.94	3.01		3.05	0
Total successful items						27
Total unsuccessful items						10

1. Denotes ACT norm for public community colleges

**Columbia State Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 7

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	

Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.34	3.41		3.38	0
2	Academic experience (Q3)	3.25	3.33		3.30	0
3	Social experience (Q4)	2.99	2.97		2.90	1
4	Cultural experience (Q5)	2.77	2.78		2.69	1
5	Overall experience (Q6)	3.21	3.23		3.18	1
6	Library services (Q8.1)/ 1	3.30	3.22	3.10	2.82	1
7	Registration (Q8.2)/ 1	3.22	3.06	2.96	2.86	1
8	Financial aid (Q8.3)/ 1	3.15	2.88	2.90	1.85	1
9	Computer facilities (Q8.4)/	3.16	3.11		n / a	1
10	Advising services (Q8.5)	3.12	2.86	2.95	1.28	1
11	Skills for employment (9.1)	2.45	2.42		2.57	1
12	Getting along w/ people (9.2)	2.25	2.16		2.13	1
13	Ability to grow as person (9.3)	2.63	2.54		2.55	1
14	Ability to lead (9.4)/ 1	2.40	2.31	2.06	2.38	1
15	Self-confidence (9.5)	2.44	2.41		2.44	1
16	Appreciation of diff cultures (9.6)	2.14	2.12		2.06	1
17	Planning projects (9.7)/ 1	2.50	2.50	2.16	2.44	1
18	Speaking effectively (9.8)/ 1	2.43	2.42	2.15	2.34	1
19	Writing effectively (9.9)/ 1	2.50	2.47	2.22	2.48	1
20	Understand written info (9.10)	2.53	2.48	2.15	2.50	1
21	Understand graphic info (9.11)	2.34	2.27		2.31	1
22	Use info/computer tech (9.12)/	2.55	2.49		n / a	1
23	Learning on your own (9.13)/ 1	2.60	2.54	2.31	2.66	1
24	Defining problems (9.14)/	2.47	2.48		2.58	0
25	Working in group (9.15)/ 1	2.55	2.47	2.21	2.55	1
26	Understand math concepts (9.16)	2.40	2.31		2.43	1
27	Understand global concerns (9.17)	2.00	1.94		1.99	1
28	Understand the arts (9.18)	1.95	1.97		1.97	0
29	Understand scientific principles (9.19)	2.24	2.19		2.40	1
30	Availability of advisor (10.1)	2.99	3.08		3.28	0
31	Quality of information (10.2)/ 1	2.97	3.05	3.35	3.44	0
32	Clarity of objectives for course (10.4)	3.22	3.23		3.40	0
33	Opp for student evaluations (10.5)	3.01	3.14		3.32	0
34	Avail of faculty outside class (10.6)/ 1	3.03	3.09	3.17	3.13	0
35	Quality of courses for employment (10.7)	3.04	3.08		3.37	0
36	Quality of instruction in major (10.8)	3.18	3.27		3.43	0
37	Opp to express ideas in writing (10.9)	2.89	3.01		3.18	0
Total successful items						25
Total unsuccessful items						12



1. Denotes ACT norm for public community colleges

Dyersburg State Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.33	3.41		3.35	0
2	Academic experience (Q3)	3.37	3.33		3.27	1
3	Social experience (Q4)	3.17	2.97		2.94	1
4	Cultural experience (Q5)	2.95	2.78		2.64	1
5	Overall experience (Q6)	3.36	3.23		3.20	1
6	Library services (Q8.1)/ 1	3.29	3.22	3.10	2.89	1
7	Registration (Q8.2)/ 1	3.19	3.06	2.96	2.94	1
8	Financial aid (Q8.3)/ 1	3.16	2.88	2.90	2.18	1
9	Computer facilities (Q8.4)	3.39	3.11		n / a	1
10	Advising services (Q8.5)	3.14	2.86	2.95	1.17	1
11	Skills for employment (9.1)	2.34	2.42		2.34	1
12	Getting along w/ people (9.2)	2.24	2.16		2.20	1
13	Ability to grow as person (9.3)	2.59	2.54		2.65	1
14	Ability to lead (9.4)/ 1	2.38	2.31	2.06	2.41	1
15	Self-confidence (9.5)	2.47	2.41		2.47	1
16	Appreciation of diff cultures (9.6)	2.24	2.12		2.17	1
17	Planning projects (9.7)/ 1	2.51	2.50	2.16	2.50	1
18	Speaking effectively (9.8)/ 1	2.46	2.42	2.15	2.51	1
19	Writing effectively (9.9)/ 1	2.48	2.47	2.22	2.47	1
20	Understand written info (9.10)	2.58	2.48	2.15	2.56	1
21	Understand graphic info (9.11)	2.30	2.27		2.40	1
22	Use info/computer tech (9.12)/ 1	2.56	2.49		n / a	1
23	Learning on your own (9.13)/ 1	2.59	2.54	2.31	2.60	1
24	Defining problems (9.14)/ 1	2.52	2.48		2.54	1
25	Working in group (9.15)/ 1	2.55	2.47	2.21	2.45	1
26	Understand math concepts (9.16)	2.40	2.31		2.41	1
27	Understand global concerns (9.17)	1.98	1.94		2.02	1
28	Understand the arts (9.18)	2.01	1.97		1.92	1
29	Understand scientific principles (9.19)	2.25	2.19		2.30	1
30	Availability of advisor (10.1)	3.28	3.08		3.54	1
31	Quality of information (10.2)/ 1	3.29	3.05	3.35	3.61	0
32	Clarity of objectives for course (10.4)	3.35	3.23		3.39	1
33	Opp for student evaluations (10.5)	3.20	3.14		3.21	1
34	Avail of faculty outside class (10.6)/ 1	3.15	3.09	3.17	3.28	0
35	Quality of courses for employment (10.7)	3.06	3.08		3.21	0
36	Quality of instruction in major (10.8)	3.33	3.27		3.39	1
37	Opp to express ideas in writing (10.9)	3.03	3.01		3.12	1
Total successful items						33
Total unsuccessful items						4

1. Denotes ACT norm for public community colleges

Jackson State Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 8

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	

Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.50	3.41		3.29	1
2	Academic experience (Q3)	3.30	3.33		3.21	1
3	Social experience (Q4)	2.91	2.97		2.78	1
4	Cultural experience (Q5)	2.79	2.78		2.63	1
5	Overall experience (Q6)	3.15	3.23		3.11	1
6	Library services (Q8.1)/ 1	3.20	3.22	3.10	3.31	1
7	Registration (Q8.2)/ 1	2.99	3.06	2.96	2.58	1
8	Financial aid (Q8.3)/ 1	3.05	2.88	2.90	1.36	1
9	Computer facilities (Q8.4)	3.17	3.11		n / a	1
10	Advising services (Q8.5)	2.96	2.86	2.95	1.13	1
11	Skills for employment (9.1)	2.43	2.42		2.43	1
12	Getting along w/ people (9.2)	2.13	2.16		2.03	1
13	Ability to grow as person (9.3)	2.50	2.54		2.57	0
14	Ability to lead (9.4)/ 1	2.23	2.31	2.06	2.22	1
15	Self-confidence (9.5)	2.38	2.41		2.31	1
16	Appreciation of diff cultures (9.6)	2.06	2.12		1.92	1
17	Planning projects (9.7)/ 1	2.43	2.50	2.16	2.45	1
18	Speaking effectively (9.8)/ 1	2.31	2.42	2.15	2.42	1
19	Writing effectively (9.9)/ 1	2.35	2.47	2.22	2.42	1
20	Understand written info (9.10)	2.42	2.48	2.15	2.46	1
21	Understand graphic info (9.11)	2.15	2.27		2.20	0
22	Use info/computer tech (9.12)/ 1	2.46	2.49		n / a	0
23	Learning on your own (9.13)/ 1	2.44	2.54	2.31	2.54	1
24	Defining problems (9.14)/ 1	2.47	2.48		2.47	1
25	Working in group (9.15)/ 1	2.52	2.47	2.21	2.47	1
26	Understand math concepts (9.16)	2.23	2.31		2.27	0
27	Understand global concerns (9.17)	1.88	1.94		1.78	1
28	Understand the arts (9.18)	1.94	1.97		1.97	0
29	Understand scientific principles (9.19)	2.17	2.19		2.17	1
30	Availability of advisor (10.1)	3.08	3.08		3.33	1
31	Quality of information (10.2)/ 1	3.11	3.05	3.35	3.39	0
32	Clarity of objectives for course (10.4)	3.26	3.23		3.41	1
33	Opp for student evaluations (10.5)	3.09	3.14		3.31	0
34	Avail of faculty outside class (10.6)/ 1	3.08	3.09	3.17	3.26	0
35	Quality of courses for employment (10.7)	3.17	3.08		3.32	1
36	Quality of instruction in major (10.8)	3.30	3.27		3.36	1
37	Opp to express ideas in writing (10.9)	2.82	3.01		3.09	0
Total successful items						28
Total unsuccessful items						9



1. Denotes ACT norm for public community colleges

Motlow State Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.60	3.41		3.43	1
2	Academic experience (Q3)	3.49	3.33		3.37	1
3	Social experience (Q4)	3.15	2.97		3.02	1
4	Cultural experience (Q5)	3.01	2.78		2.80	1
5	Overall experience (Q6)	3.42	3.23		3.22	1
6	Library services (Q8.1)/ 1	3.24	3.22	3.10	3.18	1
7	Registration (Q8.2)/ 1	3.24	3.06	2.96	2.96	1
8	Financial aid (Q8.3)/ 1	3.46	2.88	2.90	1.98	1
9	Computer facilities (Q8.4)	3.26	3.11		n / a	1
10	Advising services (Q8.5)	3.16	2.86	2.95	1.41	1
11	Skills for employment (9.1)	2.31	2.42		2.39	0
12	Getting along w/ people (9.2)	2.15	2.16		2.19	0
13	Ability to grow as person (9.3)	2.56	2.54		2.67	1
14	Ability to lead (9.4)/ 1	2.34	2.31	2.06	2.36	1
15	Self-confidence (9.5)	2.41	2.41		2.50	1
16	Appreciation of diff cultures (9.6)	2.10	2.12		2.14	0
17	Planning projects (9.7)/ 1	2.43	2.50	2.16	2.61	1
18	Speaking effectively (9.8)/ 1	2.50	2.42	2.15	2.52	1
19	Writing effectively (9.9)/ 1	2.60	2.47	2.22	2.66	1
20	Understand written info (9.10)	2.57	2.48	2.15	2.63	1
21	Understand graphic info (9.11)	2.36	2.27		2.39	1
22	Use info/computer tech (9.12)/ 1	2.62	2.49		n / a	1
23	Learning on your own (9.13)/ 1	2.54	2.54	2.31	2.72	1
24	Defining problems (9.14)/ 1	2.45	2.48		2.59	0
25	Working in group (9.15)/ 1	2.35	2.47	2.21	2.54	1
26	Understand math concepts (9.16)	2.46	2.31		2.41	1
27	Understand global concerns (9.17)	2.04	1.94		2.06	1
28	Understand the arts (9.18)	2.12	1.97		2.12	1
29	Understand scientific principles (9.19)	2.22	2.19		2.26	1
30	Availability of advisor (10.1)	3.05	3.08		3.33	0
31	Quality of information (10.2)/ 1	3.05	3.05	3.35	3.45	0
32	Clarity of objectives for course (10.4)	3.29	3.23		3.46	1
33	Opp for student evaluations (10.5)	3.16	3.14		3.29	1
34	Avail of faculty outside class (10.6)/ 1	3.19	3.09	3.17	3.33	1
35	Quality of courses for employment (10.7)	3.10	3.08		3.28	1
36	Quality of instruction in major (10.8)	3.32	3.27		3.45	1
37	Opp to express ideas in writing (10.9)	3.11	3.01		3.34	1
Total successful items						31
Total unsuccessful items						6

1. Denotes ACT norm for public community colleges

**Nashville State Technical Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.63	3.41		3.27	1
2	Academic experience (Q3)	3.62	3.33		3.28	1
3	Social experience (Q4)	3.10	2.97		2.81	1
4	Cultural experience (Q5)	3.07	2.78		2.64	1
5	Overall experience (Q6)	3.61	3.23		3.16	1
6	Library services (Q8.1)/ 1	3.09	3.22	3.10	3.13	0
7	Registration (Q8.2)/ 1	3.11	3.06	2.96	3.04	1
8	Financial aid (Q8.3)/ 1	3.08	2.88	2.90	1.69	1
9	Computer facilities (Q8.4)	3.16	3.11		2.85	1
10	Advising services (Q8.5)	3.11	2.86	2.95	1.62	1
11	Skills for employment (9.1)	2.81	2.42		2.55	1
12	Getting along w/ people (9.2)	2.60	2.16		1.99	1
13	Ability to grow as person (9.3)	2.48	2.54		2.49	0
14	Ability to lead (9.4)/ 1	2.24	2.31	2.06	2.27	1
15	Self-confidence (9.5)	2.33	2.41		2.41	0
16	Appreciation of diff cultures (9.6)	2.27	2.12		1.91	1
17	Planning projects (9.7)/ 1	2.62	2.50	2.16	2.51	1
18	Speaking effectively (9.8)/ 1	2.65	2.42	2.15	2.40	1
19	Writing effectively (9.9)/ 1	2.68	2.47	2.22	2.35	1
20	Understand written info (9.10)	2.68	2.48	2.15	2.47	1
21	Understand graphic info (9.11)	2.66	2.27		2.40	1
22	Use info/computer tech (9.12)/ 1	2.77	2.49		2.56	1
23	Learning on your own (9.13)/ 1	2.67	2.54	2.31	2.59	1
24	Defining problems (9.14)/ 1	2.74	2.48		2.55	1
25	Working in group (9.15)/ 1	2.70	2.47	2.21	2.50	1
26	Understand math concepts (9.16)	2.65	2.31		2.38	1
27	Understand global concerns (9.17)	2.34	1.94		1.76	1
28	Understand the arts (9.18)	2.33	1.97		1.70	1
29	Understand scientific principles (9.19)	2.50	2.19		2.19	1
30	Availability of advisor (10.1)	3.31	3.08		3.23	1
31	Quality of information (10.2)/ 1	3.30	3.05	3.35	3.43	0
32	Clarity of objectives for course (10.4)	3.15	3.23		3.35	0
33	Opp for student evaluations (10.5)	2.94	3.14		3.27	0
34	Avail of faculty outside class (10.6)/ 1	3.34	3.09	3.17	3.22	1
35	Quality of courses for employment (10.7)	3.61	3.08		3.29	1
36	Quality of instruction in major (10.8)	3.63	3.27		3.40	1
37	Opp to express ideas in writing (10.9)	3.35	3.01		3.19	1
Total successful items						31
Total unsuccessful items						6

1. Denotes ACT norm for public community colleges

**Northeast State Technical Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.49	3.41		3.42	1
2	Academic experience (Q3)	3.48	3.33		3.38	1
3	Social experience (Q4)	3.10	2.97		3.09	1
4	Cultural experience (Q5)	2.85	2.78		2.85	1
5	Overall experience (Q6)	3.38	3.23		3.30	1
6	Library services (Q8.1)/ 1	3.02	3.22	3.10	2.99	1
7	Registration (Q8.2)/ 1	3.02	3.06	2.96	2.94	1
8	Financial aid (Q8.3)/ 1	3.24	2.88	2.90	1.84	1
9	Computer facilities (Q8.4)	3.05	3.11		3.02	1
10	Advising services (Q8.5)	3.05	2.86	2.95	1.47	1
11	Skills for employment (9.1)	2.42	2.42		2.51	1
12	Getting along w/ people (9.2)	2.08	2.16		1.94	1
13	Ability to grow as person (9.3)	2.62	2.54		2.54	1
14	Ability to lead (9.4)/ 1	2.28	2.31	2.06	2.37	1
15	Self-confidence (9.5)	2.49	2.41		2.54	1
16	Appreciation of diff cultures (9.6)	2.09	2.12		2.01	1
17	Planning projects (9.7)/ 1	2.62	2.50	2.16	2.55	1
18	Speaking effectively (9.8)/ 1	2.53	2.42	2.15	2.47	1
19	Writing effectively (9.9)/ 1	2.56	2.47	2.22	2.45	1
20	Understand written info (9.10)	2.49	2.48	2.15	2.51	1
21	Understand graphic info (9.11)	2.33	2.27		2.41	1
22	Use info/computer tech (9.12)/ 1	2.58	2.49		2.51	1
23	Learning on your own (9.13)/ 1	2.61	2.54	2.31	2.60	1
24	Defining problems (9.14)/ 1	2.47	2.48		2.56	0
25	Working in group (9.15)/ 1	2.52	2.47	2.21	2.55	1
26	Understand math concepts (9.16)	2.48	2.31		2.42	1
27	Understand global concerns (9.17)	1.84	1.94		1.79	1
28	Understand the arts (9.18)	2.00	1.97		1.81	1
29	Understand scientific principles (9.19)	2.18	2.19		2.29	0
30	Availability of advisor (10.1)	3.30	3.08		3.38	1
31	Quality of information (10.2)/ 1	3.23	3.05	3.35	3.47	0
32	Clarity of objectives for course (10.4)	3.39	3.23		3.35	1
33	Opp for student evaluations (10.5)	3.36	3.14		3.30	1
34	Avail of faculty outside class (10.6)/ 1	3.30	3.09	3.17	3.34	1
35	Quality of courses for employment (10.7)	3.17	3.08		3.30	1
36	Quality of instruction in major (10.8)	3.42	3.27		3.47	1
37	Opp to express ideas in writing (10.9)	3.13	3.01		3.13	1
Total successful items						34
Total unsuccessful items						3

1. Denotes ACT norm for public community colleges

Pellissippi State Technical Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 5

Scoring Criteria	
<p align="center">Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	

Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.33	3.41		3.36	0
2	Academic experience (Q3)	3.36	3.33		3.35	1
3	Social experience (Q4)	2.83	2.97		2.86	0
4	Cultural experience (Q5)	2.71	2.78		2.60	1
5	Overall experience (Q6)	3.21	3.23		3.21	1
6	Library services (Q8.1)/ 1	3.29	3.22	3.10	2.86	1
7	Registration (Q8.2)/ 1	3.07	3.06	2.96	3.00	1
8	Financial aid (Q8.3)/ 1	3.15	2.88	2.90	1.64	1
9	Computer facilities (Q8.4)	3.30	3.11		3.19	1
10	Advising services (Q8.5)	2.73	2.86	2.95	1.59	1
11	Skills for employment (9.1)	2.33	2.42		2.40	0
12	Getting along w/ people (9.2)	2.11	2.16		2.00	1
13	Ability to grow as person (9.3)	2.47	2.54		2.51	0
14	Ability to lead (9.4)/ 1	2.23	2.31	2.06	2.26	1
15	Self-confidence (9.5)	2.35	2.41		2.40	0
16	Appreciation of diff cultures (9.6)	2.03	2.12		1.97	1
17	Planning projects (9.7)/ 1	2.56	2.50	2.16	2.54	1
18	Speaking effectively (9.8)/ 1	2.41	2.42	2.15	2.47	1
19	Writing effectively (9.9)/ 1	2.40	2.47	2.22	2.46	1
20	Understand written info (9.10)	2.42	2.48	2.15	2.46	1
21	Understand graphic info (9.11)	2.21	2.27		2.35	0
22	Use info/computer tech (9.12)/ 1	2.43	2.49		2.57	0
23	Learning on your own (9.13)/ 1	2.54	2.54	2.31	2.56	1
24	Defining problems (9.14)/ 1	2.64	2.48		2.48	1
25	Working in group (9.15)/ 1	2.35	2.47	2.21	2.47	1
26	Understand math concepts (9.16)	2.46	2.31		2.40	1
27	Understand global concerns (9.17)	1.93	1.94		1.85	1
28	Understand the arts (9.18)	1.80	1.97		1.90	0
29	Understand scientific principles (9.19)	2.14	2.19		2.19	0
30	Availability of advisor (10.1)	3.00	3.08		3.27	0
31	Quality of information (10.2)/ 1	2.91	3.05	3.35	3.33	0
32	Clarity of objectives for course (10.4)	3.09	3.23		3.32	0
33	Opp for student evaluations (10.5)	3.13	3.14		3.18	0
34	Avail of faculty outside class (10.6)/ 1	3.13	3.09	3.17	3.31	0
35	Quality of courses for employment (10.7)	3.02	3.08		3.25	0
36	Quality of instruction in major (10.8)	3.17	3.27		3.39	0
37	Opp to express ideas in writing (10.9)		3.01		3.18	
Total successful items						20
Total unsuccessful items						16



1. Denotes ACT norm for public community colleges

Roane State Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 10

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.48	3.41		3.35	1
2	Academic experience (Q3)	3.35	3.33		3.28	1
3	Social experience (Q4)	2.97	2.97		2.86	1
4	Cultural experience (Q5)	2.75	2.78		2.68	1
5	Overall experience (Q6)	3.26	3.23		3.17	1
6	Library services (Q8.1)/ 1	3.13	3.22	3.10	2.82	1
7	Registration (Q8.2)/ 1	3.18	3.06	2.96	2.96	1
8	Financial aid (Q8.3)/ 1	3.23	2.88	2.90	1.96	1
9	Computer facilities (Q8.4)	3.24	3.11		3.04	1
10	Advising services (Q8.5)	2.96	2.86	2.95	1.39	1
11	Skills for employment (9.1)	2.52	2.42		2.52	1
12	Getting along w/ people (9.2)	2.01	2.16		2.05	0
13	Ability to grow as person (9.3)	2.55	2.54		2.55	1
14	Ability to lead (9.4)/ 1	2.32	2.31	2.06	2.30	1
15	Self-confidence (9.5)	2.42	2.41		2.41	1
16	Appreciation of diff cultures (9.6)	2.05	2.12		2.01	1
17	Planning projects (9.7)/ 1	2.47	2.50	2.16	2.39	1
18	Speaking effectively (9.8)/ 1	2.48	2.42	2.15	2.38	1
19	Writing effectively (9.9)/ 1	2.46	2.47	2.22	2.39	1
20	Understand written info (9.10)	2.53	2.48	2.15	2.46	1
21	Understand graphic info (9.11)	2.28	2.27		2.21	1
22	Use info/computer tech (9.12)/ 1	2.38	2.49		2.33	1
23	Learning on your own (9.13)/ 1	2.51	2.54	2.31	2.57	1
24	Defining problems (9.14)/ 1	2.48	2.48		2.45	1
25	Working in group (9.15)/ 1	2.48	2.47	2.21	2.46	1
26	Understand math concepts (9.16)	2.35	2.31		2.20	1
27	Understand global concerns (9.17)	1.87	1.94		1.86	1
28	Understand the arts (9.18)	1.94	1.97		1.88	1
29	Understand scientific principles (9.19)	2.20	2.19		2.20	1
30	Availability of advisor (10.1)	3.00	3.08		3.34	0
31	Quality of information (10.2)/ 1	2.98	3.05	3.35	3.40	0
32	Clarity of objectives for course (10.4)	3.27	3.23		3.36	1
33	Opp for student evaluations (10.5)	3.15	3.14		3.24	1
34	Avail of faculty outside class (10.6)/ 1	3.15	3.09	3.17	3.24	0
35	Quality of courses for employment (10.7)	3.23	3.08		3.34	1
36	Quality of instruction in major (10.8)	3.40	3.27		3.42	1
37	Opp to express ideas in writing (10.9)	3.01	3.01		3.06	1
Total successful items						33
Total unsuccessful items						4

1. Denotes ACT norm for public community colleges

**Southwest Tennessee Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 7

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	



Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.37	3.41		3.32	1
2	Academic experience (Q3)	3.25	3.33		3.19	1
3	Social experience (Q4)	2.82	2.97		2.77	1
4	Cultural experience (Q5)	2.72	2.78		2.59	1
5	Overall experience (Q6)	3.12	3.23		2.99	1
6	Library services (Q8.1)/ 1	2.93	3.22	3.10	2.48	1
7	Registration (Q8.2)/ 1	2.71	3.06	2.96	2.25	1
8	Financial aid (Q8.3)/ 1	2.81	2.88	2.90	1.38	1
9	Computer facilities (Q8.4)/	3.07	3.11		n / a	0
10	Advising services (Q8.5)	2.92	2.86	2.95	1.61	1
11	Skills for employment (9.1)	2.41	2.42		2.60	0
12	Getting along w/ people (9.2)	2.19	2.16		2.22	1
13	Ability to grow as person (9.3)	2.54	2.54		2.54	1
14	Ability to lead (9.4)/ 1	2.27	2.31	2.06	2.30	1
15	Self-confidence (9.5)	2.38	2.41		2.36	1
16	Appreciation of diff cultures (9.6)	2.14	2.12		2.14	1
17	Planning projects (9.7)/ 1	2.45	2.50	2.16	2.40	1
18	Speaking effectively (9.8)/ 1	2.41	2.42	2.15	2.35	1
19	Writing effectively (9.9)/ 1	2.44	2.47	2.22	2.37	1
20	Understand written info (9.10)	2.50	2.48	2.15	2.50	1
21	Understand graphic info (9.11)	2.24	2.27		2.19	1
22	Use info/computer tech (9.12)/	2.54	2.49		n / a	1
23	Learning on your own (9.13)/ 1	2.50	2.54	2.31	2.63	1
24	Defining problems (9.14)/	2.47	2.48		2.46	1
25	Working in group (9.15)/ 1	2.40	2.47	2.21	2.50	1
26	Understand math concepts (9.16)	2.29	2.31		2.25	1
27	Understand global concerns (9.17)	1.85	1.94		1.89	0
28	Understand the arts (9.18)	1.92	1.97		2.03	0
29	Understand scientific principles (9.19)	2.16	2.19		2.28	0
30	Availability of advisor (10.1)	3.01	3.08		3.17	0
31	Quality of information (10.2)/ 1	3.06	3.05	3.35	3.36	0
32	Clarity of objectives for course (10.4)	3.16	3.23		3.38	0
33	Opp for student evaluations (10.5)	3.14	3.14		3.16	1
34	Avail of faculty outside class (10.6)/ 1	2.90	3.09	3.17	2.94	0
35	Quality of courses for employment (10.7)	2.97	3.08		3.28	0
36	Quality of instruction in major (10.8)	3.14	3.27		3.39	0
37	Opp to express ideas in writing (10.9)	2.90	3.01		3.11	0
Total successful items						25
Total unsuccessful items						12

1. Denotes ACT norm for public community colleges

**Volunteer State Community College
2002 Alumni Survey: Scoring Analysis**

Points Awarded: 8

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	

Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.38	3.41		3.43	0
2	Academic experience (Q3)	3.42	3.33		3.34	1
3	Social experience (Q4)	2.95	2.97		2.96	0
4	Cultural experience (Q5)	2.80	2.78		2.75	1
5	Overall experience (Q6)	3.22	3.23		3.25	0
6	Library services (Q8.1)/ 1	3.38	3.22	3.10	2.86	1
7	Registration (Q8.2)/ 1	3.31	3.06	2.96	2.75	1
8	Financial aid (Q8.3)/ 1	3.23	2.88	2.90	1.70	1
9	Computer facilities (Q8.4)/	3.22	3.11		3.13	1
10	Advising services (Q8.5)	2.95	2.86	2.95	1.00	1
11	Skills for employment (9.1)	2.38	2.42		2.44	0
12	Getting along w/ people (9.2)	2.16	2.16		2.05	1
13	Ability to grow as person (9.3)	2.56	2.54		2.61	1
14	Ability to lead (9.4)/ 1	2.32	2.31	2.06	2.29	1
15	Self-confidence (9.5)	2.44	2.41		2.45	1
16	Appreciation of diff cultures (9.6)	2.17	2.12		2.01	1
17	Planning projects (9.7)/ 1	2.48	2.50	2.16	2.41	1
18	Speaking effectively (9.8)/ 1	2.44	2.42	2.15	2.37	1
19	Writing effectively (9.9)/ 1	2.52	2.47	2.22	2.48	1
20	Understand written info (9.10)	2.41	2.48	2.15	2.49	1
21	Understand graphic info (9.11)	2.24	2.27		2.19	1
22	Use info/computer tech (9.12)/	2.49	2.49		2.31	1
23	Learning on your own (9.13)/ 1	2.47	2.54	2.31	2.57	1
24	Defining problems (9.14)/	2.45	2.48		2.51	0
25	Working in group (9.15)/ 1	2.45	2.47	2.21	2.49	1
26	Understand math concepts (9.16)	2.30	2.31		2.32	0
27	Understand global concerns (9.17)	1.97	1.94		1.86	1
28	Understand the arts (9.18)	2.19	1.97		2.05	1
29	Understand scientific principles (9.19)	2.19	2.19		2.20	1
30	Availability of advisor (10.1)	2.97	3.08		3.15	0
31	Quality of information (10.2)/ 1	2.93	3.05	3.35	3.25	0
32	Clarity of objectives for course (10.4)	3.25	3.23		3.24	1
33	Opp for student evaluations (10.5)	3.23	3.14		3.19	1
34	Avail of faculty outside class (10.6)/ 1	3.05	3.09	3.17	3.19	0
35	Quality of courses for employment (10.7)	3.09	3.08		3.26	1
36	Quality of instruction in major (10.8)	3.25	3.27		3.38	0
37	Opp to express ideas in writing (10.9)	3.04	3.01		3.12	1
Total successful items						27
Total unsuccessful items						10



Volunteer State Community College

1. Denotes ACT norm for public community colleges

Walters State Community College
2002 Alumni Survey: Scoring Analysis

Points Awarded: 9

Scoring Criteria	
<p>Scoring for the Alumni Survey is as follows: Success is demonstrated by scoring at/above the external norm (state norm used if national norm not available) or at/above the institution's prior performance. Furthermore, if an institutional mean is above the external norm (state norm used if national norm not available) or their prior mean, they will receive a positive value for the question item. Conversely, if the score is below each of the indicators listed above, the institution will receive a negative value for the question item.</p>	

Number correct	% Successful	Points
37-33	91.9%	10
32-30	83.8%	9
29-27	75.7%	8
26-24	67.6%	7
23-21	59.5%	6
20-17	48.6%	5
16-13	37.8%	4
12-9	27.0%	3
8-5	16.2%	2
4-2	8.1%	1
1-0	0.0%	0

	Response Item and data source	Inst. Average	State Avg 2002	Nat'l Norm	Inst. Prior Avg. 92-00	Successful?
1	Educational experience (Q1)	3.47	3.41		3.37	1
2	Academic experience (Q3)	3.38	3.33		3.33	1
3	Social experience (Q4)	3.03	2.97		2.92	1
4	Cultural experience (Q5)	2.80	2.78		2.73	1
5	Overall experience (Q6)	3.26	3.23		3.20	1
6	Library services (Q8.1)/ 1	3.56	3.22	3.10	3.11	1
7	Registration (Q8.2)/ 1	3.43	3.06	2.96	2.82	1
8	Financial aid (Q8.3)/ 1	3.46	2.88	2.90	2.08	1
9	Computer facilities (Q8.4)/	3.42	3.11		3.19	1
10	Advising services (Q8.5)	3.25	2.86	2.95	1.67	1
11	Skills for employment (9.1)	2.54	2.42		2.48	1
12	Getting along w/ people (9.2)	2.14	2.16		2.06	1
13	Ability to grow as person (9.3)	2.56	2.54		2.56	1
14	Ability to lead (9.4)/ 1	2.35	2.31	2.06	2.33	1
15	Self-confidence (9.5)	2.42	2.41		2.41	1
16	Appreciation of diff cultures (9.6)	2.05	2.12		2.04	1
17	Planning projects (9.7)/ 1	2.49	2.50	2.16	2.47	1
18	Speaking effectively (9.8)/ 1	2.36	2.42	2.15	2.34	1
19	Writing effectively (9.9)/ 1	2.41	2.47	2.22	2.45	1
20	Understand written info (9.10)	2.46	2.48	2.15	2.47	1
21	Understand graphic info (9.11)	2.22	2.27		2.24	0
22	Use info/computer tech (9.12)/	2.46	2.49		2.53	0
23	Learning on your own (9.13)/ 1	2.54	2.54	2.31	2.53	1
24	Defining problems (9.14)/	2.43	2.48		2.45	0
25	Working in group (9.15)/ 1	2.49	2.47	2.21	2.48	1
26	Understand math concepts (9.16)	2.29	2.31		2.31	0
27	Understand global concerns (9.17)	1.89	1.94		1.85	1
28	Understand the arts (9.18)	1.95	1.97		1.91	1
29	Understand scientific principles (9.19)	2.13	2.19		2.22	0
30	Availability of advisor (10.1)	3.21	3.08		3.21	1
31	Quality of information (10.2)/ 1	3.20	3.05	3.35	3.32	0
32	Clarity of objectives for course (10.4)	3.26	3.23		3.42	1
33	Opp for student evaluations (10.5)	3.25	3.14		3.27	1
34	Avail of faculty outside class (10.6)/ 1	3.17	3.09	3.17	3.18	1
35	Quality of courses for employment (10.7)	3.25	3.08		3.25	1
36	Quality of instruction in major (10.8)	3.31	3.27		3.38	1
37	Opp to express ideas in writing (10.9)	2.91	3.01		3.02	0
Total successful items						30
Total unsuccessful items						7

Walters State
The Great Smoky Mountains Community College

1. Denotes ACT norm for public community colleges